



ERIE COUNTY

REQUEST FOR PROPOSAL (RFP) TO PROVIDE **DROP-IN CENTER** for **HOMELESS** **MENTALLY ILL**

RFP # 1533VF

September 18, 2015

**Michael Ranney, CRC-R, LMHC, Commissioner
Department of Mental Health
EDWARD A. RATH COUNTY OFFICE BUILDING
95 FRANKLIN STREET
BUFFALO, NEW YORK 14202**

COUNTY OF ERIE, NEW YORK
REQUEST FOR PROPOSALS (“RFP”)

RFP# 1533VF
TO PROVIDE DROP-IN CENTER for HOMELESS MENTALLY ILL

I. INTRODUCTION

The County of Erie, New York (the “County”) is currently seeking Proposal Statements from qualified providers of mental health treatment or support services interested in providing a DROP-IN CENTER for HOMELESS MENTALLY ILL. The funding for this currently funds the Drop-In Center known as “Harbor House,” operated by Restoration Society, Inc. (RSI). Should RSI not be the successful applicant then it would no longer be the operator of the Drop-In Center and Harbor House services at the current location may likely be discontinued. Qualified proposers interested in providing this resource are invited to respond to this request.

It is the County's intent to select the Proposer that provides the best solution for the County's needs.

FUNDING: Total annual funding available is \$329,111.

ELIGIBILITY: applicants must currently be a contract agency of the Erie County Department of Mental Health and, must demonstrate substantive experience working with homeless individuals with a mental illness.

The County reserves the right to amend this RFP. The County reserves the right to reject any or all of the proposals, or any part thereof, submitted in response to this RFP, and reserves the right to waive formalities, if such action is deemed to be in the best interest of the County. The County reserves the right to request additional information from any proposer. The County reserves the right to award negotiated contracts to one or more proposers.

This RFP is not intended and shall not be construed to commit the County to pay any costs incurred in connection with any proposal or to procure or contract with any firm.

The County will only contract with firms that do not discriminate against employees or applicants for employment because of race, creed, color, national origin, sex, age, disability, marital status, sexual orientation, citizenship status or any other status protected by New York State and Federal laws.

II. PROPOSAL PROCEDURES

A. ANTICIPATED SCHEDULE OF PROPOSAL

The following schedule is for informational purpose only. The County reserves the right to amend this schedule at any time.

Issue RFP: **September 18, 2015**

- The RFP and related attachments can be found and download at the Erie County Department of Purchasing website at: <http://www2.erie.gov/purchasing/index.php?q=requests-proposals-amp-construction-bids>

Emailed Questions Due: **3:00 p.m., September 23, 2015**

- All questions should be emailed to William.Fremgen@erie.gov by **3:00 p.m., September 23, 2015**. Be sure to include “RFP” and the RFP number as the subject line in your email. No individual responses will be sent in response to emailed questions. Responses to these questions will be addressed, emailed to each eligible applicant agency and, posted on the Department of Purchasing website at: <http://www2.erie.gov/purchasing/index.php?q=requests-proposals-amp-construction-bids>

Only emailed questions received by **September 23, 2015, at 3:00 p.m.** will be provided with a written response.

Responses to questions to be posted on the Erie County Department of Purchasing website:

By close of business **September 29, 2015**

Proposals Due:

October 19, 2015, by 3:00 p.m.

- We recognize that the response timeframe may be a short turn around; respondents are encouraged to begin RFP proposal development prior to the submission of any questions and, prior to all questions being answered.

Awards Announced:

Week of **November 23, 2015**

Initiation of RFP Services/Transitions:

January 1, 2016 or, 60 calendar days from date of notification, whichever is later.

B. APPLICATION REQUIREMENTS

1. Each proposal shall be prepared simply and economically avoiding the use of elaborate promotional materials beyond what is sufficient to provide a complete, accurate and reliable presentation. A eleven point Font or larger; standard 8.5 inch by 11 inch paper; single sided; and, margins no smaller than 0.75 inches are to be used for all materials (excepting for the Fonts, margins and paper size used on County provided forms). All documents are to include page numbers.

Proposals are to be packaged and ordered in the following manner:

- One page transmittal letter or memo on agency letterhead.
 - ECDMH RFP Submission Package Checklist (find in Appendix 1) on the top of entire submission package (after agency transmittal letter).
 - Signed Agency Cover Sheet form (find in Appendix 2). The original must have the original signature of the applicant organization’s chief executive. Unsigned proposals will be rejected
 - Proposal Narratives with applicable budgets and budget narratives: These have various sections with specific instructions and page limits.
 - Other required items as may be specified within this RFP.
 - NOTE: Page limits do not apply to the additional pages comprised by the required Submission Package Checklist, Agency Cover Sheet and, other required forms, certifications or, statements.
1. One (1) original and five (5) copies shall be submitted in a SEALED package or packages. Proposals are not to be submitted in ring binders. Flat binders are acceptable.

Submission of the proposals shall be directed to:

Michael Ranney, Commissioner
Erie County Department of Mental Health
Erie County Edward A. Rath Building
95 Franklin Street Room 1237
Buffalo, New York, 14202

All proposals must be delivered to the above office on or before October 19, 2015, at 3:00 p.m. Proposals received after the above date and time will NOT be considered. The County is under no obligation to return proposals.

4. NO COMMUNICATIONS OF ANY KIND WILL BE BINDING AGAINST THE COUNTY, EXCEPT FOR THE DEPARTMENT OF MENTAL HEALTH FORMAL RESPONSES TO QUESTIONS, IF ANY, ADDRESSED ON THE WEB.
5. Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal. Those proposers will be notified to arrange specific times.
6. No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.
7. Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE) proposers should include the Erie County certification letter with the proposal. Such a letter will not be considered against page limitations. No form is provided with this RFP.
8. If proposer is a Veteran Owned Business, proposer should include letter indicating company is 51% or more Veteran-owned. Such a letter will not be considered against the page limitations. No form is provided with this RFP
9. If applicant does not currently contract with the Erie County Department of Mental Health, please provide the most recent two (2) years of Fiscal Audits, management letters, and related corrective actions with the RFP package. If a current contract is in place with ECDMH, please confirm with your contract manager that the past 2 years of same are indeed on file with ECDMH. If so, this requirement will be waived.
10. Additional required with Submission, to be placed at the end of proposal:
 - a. Signed attestation from Board to receive reports related to and, to participate in Quality Improvement (QI) planning efforts for the proposed services (a form is not provided).
 - b. Signed attestation from Board that the agency will participate in and cooperate with the Erie County Department of Mental Health in ongoing System Reform efforts, including but not necessarily limited to intensive data review and analysis, community learning community meetings and, trainings where required. (a form is not provided).
 - c. Disclosure of employees or officers who are currently a county employee or officer, or have been within one year prior to the date of response to this RFP (a form is not provided).
 - d. Proposer Certification (Schedule A – found after last page of RFP, before the Appendices).

C. Evaluation Criteria

All proposals will be rated and ranked based on highest scores. Scores will be determined using the Scoring Tool found in Appendix 3. Final award determinations will be made by the Erie County Department of Mental Health.

III. PROFESSIONAL SERVICES REQUIRED

A. TARGET POPULATION

Intended Drop-In Center customers include adults, who are diagnosed with severe and persistent mental illnesses who may have secondary chemical dependency diagnoses and who are homeless:

- (1) Individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: (i) Has a primary nighttime residence that is a public or private place not meant for human habitation; (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution

Or

- (2) Any individual or family who: (i) Is fleeing, or is attempting to flee, domestic violence; (ii) Has no other residence; and (iii) Lacks the resources or support networks to obtain other permanent housing

Chronically Homeless

Chronically Homeless. The definition of "chronically homeless" currently in effect for the CoC Program is that which is defined in the CoC Program interim rule at 24 CFR 578.3, which states that a chronically homeless person is: (a) An individual who: i. Is homeless and lives in a place not meant for human habitation, a safe haven, or in an emergency shelter; and ii. Has been homeless and living or residing in a place not meant for human habitation, a safe haven, or in an emergency shelter continuously for at least one year or on at least four separate occasions in the last 3 years; and iii. Can be diagnosed with one or more of the following conditions: substance use disorder, serious mental illness, developmental disability (as defined in section 102 of the Developmental Disabilities Assistance Bill of Rights Act of 2000 (42 U.S.C. 15002)), post-traumatic stress disorder, cognitive impairments resulting from brain injury, or chronic physical illness or disability; (b) An individual who has been residing in an institutional care facility, including a jail, substance abuse or mental health treatment facility, hospital, or other similar facility, for fewer than 90 days and met all of the criteria in paragraph (1) of this definition [as described in Section I.D.2.(a) of this Notice], before entering that facility; or (c) A family with an adult head of household (or if there is no adult in the family, a minor head of household) who meets all of the criteria in paragraph (1) of this definition [as described in Section I.D.2.(a) of this Notice, including a family whose composition has fluctuated while the head of household has been homeless.

Annual number of individuals served (program capacity) is expected to be 600.

B. SCOPE OF SERVICES

1. A Drop-In Center is a service center for homeless adults who are diagnosed with serious mental illnesses, many of whom have concurrent chemical dependency/chemical dependency diagnoses.

A key element in Drop-In Center service interventions is an objective to address chronic homelessness and to assist chronically homeless individuals to end homelessness and to gain and maintain permanent housing. Services are provided across the dimensions of wellness, within a holistic context utilizing a life coaching strategy. Service activities include drop-in services; basic living services (laundry and shower facilities; snacks); recovery planning services (when the individual is desirous of and willing to participate in planning services); referral to permanent housing services; referral and linkage to needed/wanted social, financial, residential, health, mental health, and vocational services; outreach services; and vocational services. Service approaches utilized include self-determination and self-direction – the individual decides to participate in the services offered and determines the degree and intensity of program participation. All services offered utilize both person-centered approaches and wellness self-management approaches which are identified as evidence based practices. In addition, psychiatric rehabilitation approaches are utilized. Services are designed to move customers from service and program dependency and reliance to greater independence, active community membership and participation, self-reliance and transition from professional supports to natural supports in the community. Engagement efforts are oriented to conduct a quick assessment of needs and readiness to make life changes, road mapping strategies to address those needs, and movement to community-based services as expeditiously as possible. A key element of assessment and service activities is an initial and ongoing evaluation of where the individual is within the stages of change continuum. All service efforts are evaluated and supported against the elimination of approaches that foster dependence and the enhancement of approaches that promote independence.

2. The average length of stay at the Drop-In Center is to range between 60 and 90 days. During utilization of the Drop-In Center customers are encouraged to seriously consider participation in services and opportunities to support and assist ending homelessness. **Applicant will define how length of stay is to be determined, particularly in consideration of random or erratic attendance by participants.**
3. An important service component is the arrest and incarceration diversion services offered for individuals diagnosed with severe mental illnesses some of whom have secondary diagnoses of substance abuse who would otherwise be charged with non-violent low level crimes, as well as those qualifying persons who are issued an appearance ticket for non-violent low level crimes. These services are coordinated with the various police and sheriff departments throughout Erie County.
4. All of the services of the Restoration Society, Inc.'s (RSI) recovery center, the services offered by WNY Independent Living, Inc. (WNYIL), of mental health housing program/s and, other mental health system services should be available to Drop-In Center customers and each customer is encouraged to utilize these services. Staff from these services as well as vocational services should be on-site at the Drop-In Center weekly during scheduled times. Customers are encouraged to meet with these staff and consider linkage with housing, RSI recovery center, WNYIL and/or vocational services. In addition to RSI or WNYIL program availability for informational and linkage purposes, a range of providers from various behavioral health programs and services should regularly be available at the Drop-In Center to provide information regarding services offered and to assist Drop-In Center customers with linkage.
5. At the Drop-In Center every effort is made to decrease unnecessary utilization of emergency departments for behavioral health and/or medical services. Data regarding rates of emergency department and inpatient hospitalization are gathered and analyzed in an effort to decrease inappropriate use of these high end services and to assist the customer to identify lower end services that effectively address behavioral health and medical needs. Each customer is

encouraged to employ preventive efforts as well as to gain and maintain personal wellness strategies.

C. PERFORMANCE MEASURES

The following are to be included in the performance measures that will be tracked in the Department's Performance and Contract Management System (PCMS):

- Budgeted Persons Served for Contract Year
- Individuals on Census (Formally Admitted) (Baseline)
- Individuals on Census (Formally Admitted) with Behavioral Health Inpatient Admissions in Report Period (Baseline)
- TARGET: Percentage Individuals on Census (Formally Admitted) with Behavioral Health Inpatient Admissions During Report Period (Target)
- Individuals on Census (Formally Admitted) with Medical Inpatient Admissions in Report Period (Baseline)
- TARGET: Percentage Individuals on Census (Formally Admitted) Individuals with Medical Inpatient Admissions During Report Period
- Individuals on Census (Formally Admitted) with Behavioral Health Emergency Department Presentations During Report Period (Baseline)
- TARGET: Percentage Individuals on Census (Formally Admitted)s with Behavioral Health Emergency Department Presentations During Report Period
- Individuals on Census (Formally Admitted) with Medical Emergency Department Presentations During Report Period (Baseline)
- TARGET: Percentage Individuals on Census (Formally Admitted) with Medical Emergency Department Presentations During Report Period
- Baseline Individuals Obtaining/Retaining Permanent Housing (Use Prior Year)
- TARGET: % Increase in Individuals who Gain/Retain Permanent Housing
- Baseline Individuals Seeking Permanent Housing Who Obtain Temporary or Transitional Housing
- Baseline Individuals Seeking Permanent Housing
- TARGET: % Individuals Obtaining Temporary or Transitional Housing While Seeking Permanent Housing
- Baseline number of Individuals documented to have been linked with at least 1 Needed Service
- TARGET: number of Individuals documented to have been linked with at least 1 Needed Service
- TARGET: % of those served who are documented to have been linked with at least 1 Needed Service

D. PROGRAM EVALUATION and QUALITY IMPROVEMENT

Each applicant is expected to have a thorough and effective program evaluation and, quality management and improvement capacity. Program Evaluation can be provided by a competent evaluation specialist who is an employee of or consultant to the agency. It should be a primary if not exclusive focus of his or her duties and responsibilities for the agency. The methods employed must produce accurate and valid data, information and, analysis, including calculation of statistical significance.

Applicants will be expected to include in their proposal package a narrative that describes its Program Evaluation capacity and procedures. It must provide details describing how the data and information is used to manage program performance and quality improvement. Data obtained using pre- and post- scales must use matched samples. The applicant's narrative should describe its methods for assuring that the administration of any evaluation instruments is standardized and, optimizes inter-rater reliability. Methods for assuring program fidelity must be provided in sufficient detail.

Most important here is demonstrating how good data and information is used for quality management and improvement.

Successful applicants will be expected to submit for review and approval an updated Quality Improvement Plan (QIP). The QIP and associated agency QI process will support regular performance evaluation against the identified performance outcomes and measures. Agencies must employ practices of sound quality improvement planning pertaining to the QIP that should be reviewed and analyzed at regular intervals with interventions quickly implemented and reviewed for the extent of intended impact.

It is the expectation that all RFP recipients will have the ability, commitment and contractual obligation to rigorously evaluate their performance against the performance measures delineated within this RFP. Proposals must clearly demonstrate the applicant's capacity to perform such evaluation in a manner that optimizes data accuracy and validity. Evaluation unique to a particular component should be detailed within the proposal for that component.

E. PROPOSAL IMPLEMENTATION

It is expected that the successful applicant will begin providing the Drop-In Center services and resources no later than 60 days from award notification. Successful applicant must demonstrate site control for the proposed location. This must include specification of how site is to be secured, location, community support and how support to be maintained and, how any community issues will be addressed.

Program hours are expected to cover at least 9 PM - 7AM, seven days per week.

F. BUDGET

Application must include a detailed budget that lists all positions and projected salaries. A Budget Narrative not to exceed one additional page must accompany a no more than one page budget document.

G. PROPOSAL EVALUATION

Proposal evaluation will be conducted utilizing the Scoring Tool in Appendix A.

IV. STATEMENT OF RIGHTS

UNDERSTANDINGS

Please take notice, by submission of a proposal in response to this request for proposals, the proposer agrees to and understands:

- that any proposal, attachments, additional information, etc. submitted pursuant to this Request for Proposals constitute merely a suggestion to negotiate with the County of Erie and is not a bid under Section 103 of the New York State General Municipal Law;
- submission of a proposal, attachments, and additional information shall not entitle the proposer to enter into an agreement with the County of Erie for the required services;
- by submitting a proposal, the proposer agrees and understands that the County of Erie is not obligated to respond to the proposal, nor is it legally bound in any manner whatsoever by submission of same;
- that any and all counter-proposals, negotiations or any communications received by a proposing entity, its officers, employees or agents from the County, its elected officials, officers, employees or agents, shall not be binding against the County of Erie, its elected officials, officers, employees or agents unless and until a formal written agreement for the services sought by this RFP is duly executed by both parties and approved by the Erie County Legislature, the Erie County Fiscal Stability Authority, and the Office of the Erie County Attorney.

In addition to the foregoing, by submitting a proposal, the proposer also understands and agrees that the County of Erie reserves the right, and may at its sole discretion exercise, the following rights and options with respect to this Request for Proposals:

- To reject any or all proposals;
- To issue amendments to this RFP;
- To issue additional solicitations for proposals
- To waive any irregularities in proposals received after notification to proposers affected;
- To select any proposal as the basis for negotiations of a contract, and to negotiate with one or more of the proposers for amendments or other modifications to their proposals;
- To conduct investigations with respect to the qualifications of each proposer;
- To exercise its discretion and apply its judgment with respect to any aspect of this RFP, the evaluation of proposals, and the negotiations and award of any contract;
- To enter into an agreement for only portions (or not to enter into an agreement for any) of the services contemplated by the proposals with one or more of the proposers;
- To select the proposal that best satisfies the interests of the County and not necessarily on the basis of price or any other single factor;
- To interview the proposer(s);
- To request or obtain additional information the County deems necessary to determine the ability of the proposer;
- To modify dates;

- All proposals prepared in response to this RFP are at the sole expense of the proposer, and with the express understanding that there will be no claim, whatsoever, for reimbursement from the County for the expenses of preparation. The County assumes no responsibility or liability of any kind for costs incurred in the preparation or submission of any proposal;
- While this is a RFP and not a bid, the County reserves the right to apply the case law under General Municipal Law § 103 regarding bidder responsibility in determining whether a proposer is a responsible vendor for the purpose of this RFP process;
- The County is not responsible for any internal or external delivery delays which may cause any proposal to arrive beyond the stated deadline. To be considered, proposals **MUST** arrive at the place specified herein and be time stamped prior to the deadline

EVALUATION

The following criteria, not necessarily listed in order of importance, will be used to review the proposals. The County reserves the right to weigh its evaluation criteria in any manner it deems appropriate:

- Proposer's demonstrated capability to provide the services.
- Evaluation of the professional qualifications, personal background and/or resume(s) of individuals involved in providing services.
- Proposer's experience to perform the proposed services.
- Proposer's financial ability to provide the services.
- Evaluation of the proposer's budget submission. It should be noted that while price is not the only consideration, it is an important one.
- A determination that the proposer has submitted a complete and responsive proposal as required by this RFP.
- An evaluation of the proposer's projected approach and plans to meet the requirements of this RFP.
- The proposer's presentation at and the overall results of any interview conducted with the proposer.
- Proposers **MUST** sign the Proposal Certification attached hereto as Schedule "A". Unsigned proposals will be rejected.
- Proposers may be required to give an oral presentation to the County to clarify or elaborate on the written proposal.
- No proposal will be accepted from nor any agreement awarded to any proposer that is in arrears upon any debt or in default of any obligation owed to the County. Additionally, no agreement will be awarded to any proposer that has failed to satisfactorily perform pursuant to any prior agreement with the County.

CONTRACT

After selection of the successful proposer, a formal written contract will be prepared by the County of Erie and will not be binding until signed by both parties and, if necessary, approved by the Erie County Legislature, the Erie County Fiscal Stability Authority and the Office of the County Attorney. NO RIGHTS SHALL ACCRUE TO ANY PROPOSER BY THE FACT THAT A PROPOSAL HAS BEEN SELECTED BY THE COUNTY FOR SUBMISSION TO THE ERIE COUNTY LEGISLATURE AND/OR THE ERIE COUNTY FISCAL STABILITY AUTHORITY FOR APPROVAL. THE APPROVAL OF SAID LEGISLATURE AND/OR AUTHORITY MAY BE NECESSARY BEFORE A VALID AND BINDING CONTRACT MAY BE EXECUTED BY THE COUNTY.

The term of the contract shall be for a [____ () year] period commencing _____, 20__ and terminating _____, 20__ [The County, in its sole discretion may extend the agreement beyond its initial term for up to _____ () additional ____-year periods at the same prices and conditions]

INDEMNIFICATION AND INSURANCE

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

“In addition to, and not in limitation of the insurance requirements contained herein the Consultant agrees:

(a) that except for the amount, if any, of damage contributed to, caused by or resulting from the negligence of the County, the Consultant shall indemnify and hold harmless the County, its officers, employees and agents from and against any and all liability, damage, claims, demands, costs, judgments, fees, attorneys' fees or loss arising directly or indirectly out of the acts or omissions hereunder by the Consultant or third parties under the direction or control of the Consultant; and

(b) to provide defense for and defend, at its sole expense, any and all claims, demands or causes of action directly or indirectly arising out of this Agreement and to bear all other costs and expenses related thereto.

Upon execution of any contract between the proposer and the County, the proposer will be required to provide proof of the insurance coverage described in Schedule “B”.

Insurance coverage in amount and form shall not be deemed acceptable until approved by the County Attorney.

[INTELLECTUAL PROPERTY RIGHTS

The proposer accepts and agrees that language in substantially the following form will be included in the contract between the proposer and the County:

All deliverables created under this Agreement by the Consultant are to be considered “works made for hire”. If any of the deliverables do not qualify as “works made for hire”, the Consultant hereby assigns to the County all right, title and interest (including ownership of copyright) in such

deliverables and such assignment allows the County to obtain in its name copyrights, registrations and similar protections which may be available. The Consultant agrees to assist the County, if required, in perfecting these rights. The Consultant shall provide the County with at least one copy of each deliverable.

The Consultant agrees to indemnify and hold harmless the County for all damages, liabilities, losses and expenses arising out of any claim that a deliverable infringes upon an intellectual property right of a third party. If such a claim is made, or appears likely to be made, the Consultant agrees to enable the County's continued use of the deliverable, or to modify or replace it. If the County determines that none of these alternatives is reasonably available, the deliverable will be returned.

All records compiled by the Consultant in completing the work described in this Agreement, including but not limited to written reports, source codes, studies, drawings, blueprints, negatives of photographs, computer printouts, graphs, charts, plans, specifications and all other similar recorded data, shall become and remain the property of the County. The Consultant may retain copies of such records for its own use.]

NON-COLLUSION

The proposer, by signing the proposal, does hereby warrant and represent that any ensuing agreement has not been solicited, secured or prepared directly or indirectly, in a manner contrary to the laws of the State of New York and the County of Erie, and that said laws have not been violated and shall not be violated as they relate to the procurement or the performance of the agreement by any conduct, including the paying or the giving of any fee, commission, compensation, gift, gratuity or consideration of any kind, directly or indirectly, to any County employee, officer or official.

CONFLICT OF INTEREST

All proposers must disclose with their proposals the name of any officer, director or agent who is also an employee of the County of Erie. Further, all proposers must disclose the name of any County employee who owns, directly or indirectly, an interest of ten percent or more in the firm or any of its subsidiaries or affiliates.

There shall be no conflicts in existence during the term of any contract with the County. The existence of a conflict shall be grounds for termination of a contract.

COMPLIANCE WITH LAWS

By submitting a proposal, the proposer represents and warrants that it is familiar with all federal, state and local laws and regulations and will conform to said laws and regulations. The preparation of proposals, selection of proposers and the award of contracts are subject to provisions of all Federal, State and County laws, rules and regulations.

CONTENTS OF PROPOSAL

The New York State Freedom of Information Law as set forth in Public Officers Law, Article 6, Sections 84 et seq., mandates public access to government records. However, proposals submitted in response to this RFP may contain technical, financial background or other data, public disclosure of which could cause substantial injury to the

proposer's competitive position or constitute a trade secret. Proposers who have a good faith belief that information submitted in their proposals is protected from disclosure under the New York Freedom of Information Law shall:

a) insert the following notice in the front of its proposal:

“NOTICE

The data on pages ____ of this proposal identified by an asterisk (*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the proposer's competitive position.

The proposer requests that such information be used only for the evaluation of the proposal, but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law.”

and

b) clearly identify the pages of the proposals containing such information by typing in bold face on the top of each page "*** THE PROPOSER BELIEVES THAT THIS INFORMATION IS PROTECTED FROM DISCLOSURE UNDER THE STATE FREEDOM OF INFORMATION LAW.**"

The County assumes no liability for disclosure of information so identified, provided that the County has made a good faith legal determination that the information is not protected from disclosure under applicable law or where disclosure is required to comply with an order or judgment of a court of competent jurisdiction.

The contents of the proposal which is accepted by the County, except portions "Protected from Disclosure", may become part of any agreement resulting from this RFP.

EFFECTIVE PERIOD OF PROPOSALS

All proposals must state the period for which the proposal shall remain in effect (i.e. how much time does the County have to accept or reject the proposal under the terms proposed). Such period shall not be less than 180 days from the proposal date.

SCHEDULE "A"

PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Erie and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County of Erie for the required services. The undersigned agrees and understands that the County of Erie is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County of Erie, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the County of Erie and, if necessary, approved by the Erie County Legislature and Erie County Fiscal Stability Authority and the Office of the County Attorney.

It is understood and agreed that the County of Erie reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County of Erie reserves all rights specified in the Request for Proposals.

It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County of Erie is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Proposer Name

By: _____
Name and Title

SCHEDULE "B"

STANDARD INSURANCE PROVISIONS

County of Erie Standard Insurance Certificate

LAW-1 INS (Rev. 3/06)

This certificate does not amend, extend or alter the coverage afforded by the standard form policies listed below.



I Insured Name _____ Address _____ Zip _____ Phone No. _____	III Companies Affording Coverages A _____ B _____ C _____ D _____
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IV This is to certify that the policies listed below have been issued to the insured named above and are in force at this time.

Indicate Type of Insurance By Checking the Box	Policy Number	Effective Date & Expiration	Limits of Liability in Thousands		
			Check the Box	Occurrence	Aggregate
Company Letter - from III above 1. General Liability <input type="checkbox"/> Comprehensive Form <input type="checkbox"/> Premises and Operations <input type="checkbox"/> Products/Completed Operations <input type="checkbox"/> Independent Contractors <input type="checkbox"/> Contractual <input type="checkbox"/> Personal Injury <input type="checkbox"/> Broad Form Property Damage <input type="checkbox"/> Explosion, Collapse <input type="checkbox"/> Underground Hazard			<input type="checkbox"/> Bodily Injury Property Damage <div style="text-align: center;">OR</div> <input type="checkbox"/> Combined Single Limit		
2. Automobile Liability <input type="checkbox"/> Comprehensive Form <div style="text-align: center;">OR</div> <input type="checkbox"/> Schedule Form <div style="margin-left: 20px;"> <input type="checkbox"/> owned <input type="checkbox"/> hired <input type="checkbox"/> non-owned </div>			<input type="checkbox"/> Bodily Injury Property Damage <div style="text-align: center;">OR</div> <input type="checkbox"/> Combined Single Limit		
3. Excess Liability <input type="checkbox"/> Umbrella Form <div style="text-align: center;">OR</div> <input type="checkbox"/> other than umbrella <div style="margin-left: 20px;"> <input type="checkbox"/> auto <input type="checkbox"/> general <input type="checkbox"/> both </div>			Bodily Injury & Property Damage Combined \$ _____ Self Insured Retention \$ _____		
4. Worker's Compensation & Employer's Liability Disability Benefits			Statutory Statutory		
5. Other <input type="checkbox"/>					

V. County of Erie is included as an additional insured under the following Policy numbers:

VI. Description of Operations: It is understood that this coverage on behalf of the insured is for all locations in the County of Erie, NY.

VII. Cancellation/Non-Renewal: Should any of the policies noted above be cancelled before expiration thereof or not renewed by the insured, the issuing company will endeavor to mail _____ days advance written notice to the Certificate Holder, but failure to mail such notice shall impose no obligation or liability of any kind upon the company, its agents or representatives.

VIII. Name and Address of Certificate Holder & Recipient of Notice: County of Erie c/o Department of Law 89 Delaware Avenue Suite # 300 Buffalo, NY 14202 716-858-2200	Date Issued _____ Auth. Representative _____ Firm name & address _____ _____ _____
--	--

FOR COUNTY USE ONLY:

Name of County Dept. Requesting Certificate	_____
Purchase Order or Contact Number	_____
Vendor Insurance Classification	_____

INSTRUCTIONS FOR COUNTY OF ERIE STANDARD INSURANCE CERTIFICATE

- I. Insurance shall be procured and certificates delivered before commencement of work or delivery or merchandise or equipment.
- II. CERTIFICATES OF INSURANCE
 - A. Shall be made to the "County of Erie, Dept. of Law, Suite 300, 69 Delaware Ave., Buffalo, N.Y. 14202."
 - B. Coverage must comply with all specifications of the contract.
 - C. Executed by an insurance company, agency or broker, which is licensed by the Insurance Department of the State of New York. If executed by a broker, notarized copy of authorization to bind or certify coverage must be attached.
- III. Forward the completed certificate to : County of Erie, (Department or Division) responsible for entering into the agreement for construction, purchase, lease or service.
- IV. Minimum coverage with limits are as follows:

Vendor Classification	A Construction and Maintenance	B Purchase or Lease of Merchandise or Equipment	C Professional Services	D Property Leased To Others Or Use Of Facilities Or Grounds	E Concession-Aires Services	F Livery Services	G All Purposes Public Entity Contracts
Comp. Gen. Liab.	\$1,000,000	\$500,000 CSL	\$500,000 CSL	\$1,000,000	\$500,000 CSL	\$1,000,000	\$500,000 CSL
- Prem. & OPS	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Prods. & Comp. OPS	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Independ. Contract.	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Contractual	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Broad Form P.D.	INCLUDE	Note: Comprehensive Form Not Required					See note below
- X.C.U.							
- Personal Injury			INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Liquor Law				INCLUDE	see note below		
- Host Liquor							INCLUDE
Auto Liab.	\$1,000,000 CSL		\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL	\$1,000,000 CSL
- Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Hired	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
- Non-Owned	INCLUDE		INCLUDE	INCLUDE	INCLUDE	INCLUDE	INCLUDE
Excess Umbrella Liab.	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000	\$1,000,000
	see note below						see note below
Worker's Compensation & Employers Liability	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	
Disability Benefits	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	STATUTORY	
Professional Liab.			\$1,000,000				
Erie County To Be Named Add'l Insd. On	Gen. Liab., Auto Liab., & Excess	Broad Form Vendors May Be Required	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess	Gen. Liab., Auto Liab., & Excess

* Construction contracts require excess Umbrella Liability limits of \$3,000,000.

** Snow removal contracts require evidence of broad form property damage.

*** In the event the concessionaire is required to have a N.Y.S. license to dispense alcoholic beverages an endorsement for liquor liability is required.

**** Transportation of people in buses, vans or station wagons requires \$3,000,000 excess liability.

NOTE: Workers Compensation & Employers Liability plus NYS Disability Benefits does not apply to self employed individuals.

V. In some circumstances it will be necessary to require alternate coverage and limits which will be defined in the bid specifications, contract, lease or agreement. The alternative specifications should be evidenced on the certificate in lieu of the standards printed above.

VI. The "ACORD" form certificate may be used in place of the County of Erie Standard Insurance Certificate, provided that all of the above referenced requirements are incorporated into the "ACORD" form certificate.

APPENDIX 1

PROPOSAL SUBMISSION CHECKLIST

Appendix 1	
Erie County Department of Mental Health RFP Submission Completeness Checklist	
Homeless Mentally Ill Drop-in Center	
RFP#: 1533VF	Agency:
Item:	Proposer Check to Verify Inclusion:
One (1) original and five (5) copies Submitted by deadline of 3:00 P.M. October 19, 2015	
ECDMH RFP Submission Package Checklist	
One page transmittal letter or memo	
Signed Agency Cover Sheet form	
Proposal Narrative limited to 7 pages	
Budget narrative no more than 1 page and the attached related budget.	
If Applicable, Certification letter indicating Certified Minority Business Enterprise/Women's Business Enterprise (MBE/WBE)	
If Applicable, certification letter that proposer company is 51% or more Veteran owned.	
Copy of the Board resolution authorizing submission of this proposal	
Attestation to participate in/cooperate with ECDMH/ MH services system reform efforts	
Disclosures of any employees/officers who are currently or where a County employee within 1 year of response to RFP	
Proposer Certification A	

APPENDIX 2

AGENCY COVER SHEET FORM

Homeless Mentally Ill Drop-In Center

ERIE COUNTY DEPARTMENT OF MENTAL HEALTH RFP # 1533VF <u>AGENCY COVER SHEET FORM - APPLICANT INFORMATION</u> Please refer to the instructions within the RFP for completing Appendix 2 (This is to be the top sheet for the entire application package.)	
Organization Name	
Mailing Address	
Primary RFP Contact	
Alternate RFP Contact	
Leadership	

Chief Executive Officer Signature (as identified above)

date

Appendix 3

Erie County Department of Mental Health

Scoring Tool

ERIE COUNTY

DEPARTMENT OF MENTAL HEALTH

Scoring Tool

DROP-IN CENTER for HOMELESS MENTALLY ILL

REQUEST FOR PROPOSALS (“RFP”)

RFP# 1533VF

Agency

Name:

Date

Reviewed:

Reviewer

Name:

PERFORMANCE EVALUATION AND MANAGEMENT	
1a. Performance Evaluation	In this section describe agency-wide performance evaluation policies and practices that apply to the program being proposed. This narrative should clearly demonstrate how the applicant fulfills the performance evaluation expectations delineated in this RFP. It must also reflect compliance with the evaluation expectations associated with the required performance measures.
1a. Score:	<p>0 = Did not answer or, did not include all required information.</p> <p>1 = Performance evaluation at best appears disjointed and haphazard.</p> <p>5 = All required performance evaluation elements were included. Implementation and consistent practice was unconvincing.</p> <p>10 = Describes the particulars of applicant's program of performance evaluation in detail. Describes in detail data collection and analysis methodology. Includes model (pre-post, experimental/comparison, etc.) and statistics utilized (T-test, ANOVA, etc.). Describes how applicant is matching participant pre-/post- results when pre-/post-tests or surveys are utilized. Clearly explains the role for statistical significance in determining and reporting participant/s improvement when applicable. One or more examples are provided. Similar to criteria for a score of five plus conveys a sense that performance evaluation is thoroughly managed and integrated within the organization. Clearly demonstrates how the applicant fulfills the performance evaluation expectations delineated in this RFP.</p>

1b. Performance Management	Describes how is data used to determine program effect. How is it used to improve programs? How is it used to inform trainings and report against contracted outcomes? Describes methods for assuring fidelity to program's model.
1b. Score:	<p>0 = Did not answer or, did not include all required information.</p> <p>1 = A description for the use of data for program, fidelity and, quality management is provided however, at best appears disjointed and haphazard.</p> <p>5 = The use of data for managing program fidelity, program outcomes and, quality improvement within the organization appears detailed, clear and complete.</p> <p>10 = Similar to criteria for a score of five plus, the description includes one or more examples and, conveys a sense that the use of performance data for program fidelity, program outcomes and, quality improvement is thoroughly managed and integrated within the organization. Clearly demonstrates how the applicant fulfills the performance evaluation expectations delineated in this RFP.</p> <p>15 = Meets all criteria for a score of 10 plus provides two or more years data trend analysis demonstrating how applicant's Performance Management has resulted in performance improvement for the agency. <i>Two additional pages allowed for data and narrative presented for meeting this 15 point score requirement.</i></p>
1c. Performance Evaluator	Identification of person and position having primary responsibility for performance evaluation, regardless of whether an employee and/or consultant. If an employee should include brief statement of qualifications and, identification of how much of their time is involved in this function as percentage of FTE. Submission of related job description is required, which will not count against page limits for the Narrative. If evaluator is an outside consultant, provide a brief description including background and how s/he or they work with the agency. The extent to which their role includes use of data for program and quality management and improvement is also to be detailed here.
1c. Score:	<p>0 = Did not answer or, did not include all required information.</p> <p>1 = Information on the surface appears to be present however, the evaluation function seems just to be an add-on to an employee's job without being a primary responsibility; it is spread across several employees without any one individual having primary responsibility; and/or, the responsible individual/s have a background such that it raises serious question as to a sufficiency of related expertise.</p> <p>5 = Person or persons responsible clearly identified and, it is clear that performance evaluation and, quality management and improvement is a core and significant aspect of their responsibilities.</p>

	<p>10 = In addition to that described above for 5 points, if more than one person involved the nature of how they work together is clear, makes sense and, reflects an apparently sensible division of labor. Moreover, the qualifications of those responsible include strong evaluation and data management related education and experience. Clearly demonstrates how the applicant fulfills the performance evaluation expectations delineated in this RFP. Moreover, the response specifically demonstrates that the evaluator has had success in contributing to performance improvement.</p>
<p>Total Score for Performance Evaluation and Management = x 3.0 weighting =</p>	
<p>Comments:</p>	
<p>POPULATIONS TO BE SERVED</p>	
<p>2. Target Population</p>	<p>This section of the Narrative describes the population/s to be served by the applicant's proposed program. It is to include a unique name or identifier and associated data or information demonstrating that it is a high priority population as defined within the RFP. The information presented in this narrative should include needs assessment data and information for each population that will be served . Which specific populations in need will be targeted with the programs in your proposal? Quantitative and qualitative data sources (cite sources) should be used to describe each stated population when feasible. Where possible, data should be used (cite sources) to describe each specific target population and the specific needs of these groups.</p>
<p>2. Score:</p>	<p>0 = limited, vague and/or little or no data. Does not consistently demonstrate to be priority populations</p> <p>1 = The description does not provide a sense that the applicant fully understands the connection between risk indicators or other data demonstrating that the chosen population is considered as a high priority according to the specifications within the RFP. If any data it is minimal or vague and lacking any demonstration of the population being high risk or high priority.</p>

	<p>5 = The description provides reasonable sense that the applicant understands and sees the connection between the data and information provided and demonstrating the population is high risk, high priority. Most if not all populations listed are associated with data or information demonstrating high risk, high priority according to the specifications of the RFP.</p> <p>10 = In addition to the positive characteristics referenced for a score of “5,” the data and information presented for each population conveys a sense that the applicant has completed a thorough needs assessment as the basis for selecting the populations listed. The fit with the specifications within the RFP is clear and unambiguous. Has provided an example of successful achievement of valued outcomes with the target population/s applicant has already served.</p>
<p>Total Score for Populations to be served = x 2.0 weighting =</p>	
<p>Comments:</p>	

<p>DESCRIPTION OF DROP IN CENTER PROGRAM CHARACTERISTICS, SERVICES and, SUPPORTS</p>	
<p>3a.</p>	<p>Narrative description of Drop-In Center</p>
<p>3a. Score</p>	<p>0 = Non-responsive</p> <p>5 = Narrative provides information about the Drop-In Center’s hours of operation, resources available, values and characteristics and any services and supports as specified with the RFP. While the information is presented, it leaves an impression of being minimal, incomplete and/or, disjointed.</p> <p>10 = Provides all information required for a score of 5. Conveys a clear sense of coherence and coordination. Makes clear the use of person-centered practices throughout, by all services and supports offered.</p>
<p> </p>	
<p>3b.</p>	<p>Diversion from arrest and incarceration</p>
<p>3b. Score</p>	<p>0 = No response or so vague that the requirements for this item are nearly indiscernible.</p>

	<p>1 = Description is provided and the information provided is clear however, it seems incomplete. It does not provide a clear sense of being a good fit for the population or setting or, if applicable, whether being provided as part of a coordinated plan involving the key stakeholders for the setting.</p> <p>5 = Description seems clear and complete. Integration within the Drop-In Center information is provided and is clear. It conveys a solid sense of being a good fit for the population and setting.</p> <p>10= In addition to the positive characteristics for a score of “5,” implementation is clear, provides specific practices for implementation and, conveys a sense that it is highly likely that implementation will be successful. It is clear in demonstrating full compliance with the applicable requirements of this RFP.</p>
3c.	Availability and integration of other MH system services and supports
3c. Score	<p>0 = No or vague response.</p> <p>5 = The services and supports are clear as to fit for the population being served.</p> <p>10 = In addition to the positive characteristics for a score of "5," there is a clear sense of coordination or collaboration among these resources. It is clear in demonstrating full compliance with the requirements of this RFP.</p>
Total Score for Drop-In Center Description, Characteristics, etc (scoring section 3) = x 2.0 weighting =	
Comments:	
PERFORMANCE MEASURES	
4. Performance Measures	Applicants are expected to assign target values for each performance measure specified by this RFP. Applicants should quantify their best forecast of Performance Measures' achievement and total population levels for all required Performance Measures without “low-balling.” While aiming too high is also undesirable, these are competitive proposals and low-balling could place an applicant at a disadvantage, all other factors being comparable. Any assumptions provided should be clear and have an apparent logic. Recent Harbor House data will be referenced when scoring this item.
4. Performance Measures Score:	<p>0 = Target levels were not provided or were clearly “low-balled.”</p> <p>5 = Target levels were provided and appeared reasonable in comparison to recent Harbor House data.</p>
Total Score for Performance Measures =	

Comments:	
DROP-IN CENTER IMPLEMENTATION/START-UP	
5. Proposal Implementation	It is expected that the successful applicant will begin providing the Drop-In Center services and resources no later than 60 days from award notification. Successful applicant must demonstrate site control and, clear community support for the proposed location implementation date. Program hours are expected to cover at least 9 PM - 7AM, seven days per week. Applicants other than RSI must also include a transition plan for start-up of these services. Up to two additional pages will be allowed for this transition plan.
5. Proposal Implementation Score:	0 = Little or no requested information provided 5 = Information provided is incomplete or, all required elements are provided although, with only very limited detail. 10 = All required elements are provided and detail is sufficient to convey a clear sense that start-up or continuation of these services will be virtually seamless.
Total Score for Drop-In Center Implementation/Start-Up = x 2 weighting =	
Comments:	
BUDGET & BUDGET NARRATIVE	
6. Budget & Budget Narrative	Application must include a detailed budget that lists all positions and projected salaries. A Budget Narrative not to exceed one additional page must accompany a no more than one page budget document.
6. Budget & Budget Narrative Score:	0 = Little or no requested information provided 5 = Information provided is incomplete or, all required elements are provided although, with only very limited detail. 10 = All required elements are provided and detail is sufficient to convey a clear sense that the budget supports the program model, services and supports to be provided.
Total Score for Budget & Budget Narrative =	
Comments:	

TOTAL AGENCY SCORE:

OVERALL COMMENTS / RECOMMENDATIONS: